

## **WORKPLACE INTELLIGENTIALISING ENHANCES EMPLOYEE JOB PERFORMANCE**

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### **ABSTRACT**

*This paper examined the relationship between intelligentialising the workplace and employee job performance in the organization. The method used for this study was survey of literature. The following findings were made: the use of automation enhances employee job performance; work virtualization enhances employee job performance; and artificial intelligence is a major boost to employee job performance. The Paper concluded that intelligentialising the workplace with automation, work virtualization and artificial intelligences is arequisite for improving employee job performance in the organization. The study recommended among others things that management should make sure that organizations are equipped in a state-of-the standard such that it will accommodate workplace intelligence in other to increase customer satisfaction and productivity.*

***Keywords: Intelligentialising, Automation, Work Virtualization And Artificial Intelligence.***

### **INTRODUCTION**

machines, both analog and digital, have been used over time to help workplace designers calculate outputs of work and indeed, to reshaped activities in the workplace. The world of work is facing a watershed. With the hasty emergence of distributed workforces in every industry and region, organizations are compelled to reimagine the modern workplace where it is, what it looks like and, mostly who it's for. Machines can be trained to perform a wide range of non-routine cognitive tasks, and advanced robotics can increasingly perform manual tasks. Society as a whole will benefit from increased productivity and lower costs, but many individual workers will be adversely affected. To attract and retain talents and ensure long-term success, we organizations need to rethink workplace strategies from several angles – employee productivity and wellbeing, intelligent workplace technologies and digitization, physical spaces that support activity-based working, all with a view to shaping superior employee experiences that ultimately contribute to customer satisfaction, productivity and profitability. Intelligentializing the work is the art of creating a better experience of work that drives tangible business results and it means everything to the organization. The introduction of workplace intelligentializing has totally changed the ways administrative and operational activities are executed in the organization today. This work operationalized intelligentialising the workplace in terms of automation, work virtualization and artificial intelligence. Automation refers to technique of making apparatus, a process, or a system operate automatically in an organization. Automation provides benefits to virtually all of industry. According to Esene (2012) automation crosses all functions within in organization from installation, integration, and maintenance to design, procurement, and management. Automation even reaches into the marketing and sales functions of the organization. Work virtualization is a way of distributing applications to client computers using application virtualization; however, it is also bundles several applications together into one complete workplace. Artificial intelligence refers to a type of computer technology that act more like human. Artificial intelligence (AI)

designs are inspired by the human brain. It is a type of computer technology which is concerned with making machines carry out work in an intelligent way, similar to the way a human would (Kar, 2018).

Though it has been observed that many organization has not joined the trend of intelligentializing it has been observed also that customer satisfaction is not at it peak due to the traditional pattern of operation. There was need, therefore, to examine how intelligentialising the workplace enhances employee job performance in an organization.

### **Objectives of the Study**

The purpose of this study was to examine workplace intelligentialising enhances employee job performance. Thus, the study was guided by the following objectives:

1. To examine how automation enhances employee job performance.
2. To examine how work virtualization enhances employee job performance.
3. To examine how artificial intelligence enhances employee job performance.

### **Concept of Intelligentializing the Workplace Automation**

According to Esene (2012) automation is an aid to the employee who makes constant use of machines, hence machines can carry out routine work or clerical jobs quickly. Accurately and automatically more than the ordinary human being can do, thereby freeing employee in carry out some duties which need an expert and excellent touch to be done correctly. Some of these machines have large storage facilities and can store information in their memory unit. Esene (2012) confirmed that that presence of computer as an office automation has created new job opportunities especially for the office and information managers.

Office automation indicates the use of computer hardware and software to automate the daily task and processes accomplished at organization. Office automation refers to utilizing personal computers such as word processors and electronic intercom mail plus other technologies used to upgrade workers productivity and efficiency. It is the technique of making a processor system automatic in the office. Office automation applications enabled the digital creation and storing of data and information into databases for retrieval and manipulation when needed. Additionally, it is used to expedite communication across the entire organization and with external partners, customers and vendors. Office automation refers to all processes that integrate computer and communication technology with traditional manual processes.

According to Esene (2012) the modern offices of today, lay due emphasis on the paperless office as a way of facilitating the process of correspondence handing and operation. For instance, Ekula (2010) stated that in offices computer, database management and other accessories are increasingly being used to organize and control records. Office and information are being required to be able to operate computer using Dbase, Excel, Corel Draw and Word Processing packages such as Word Perfect, MS word, Power Point, Adobe Page Maker and in particular the dexterity to use the most of the application packages contained in Windows 2000 to 2007 respectively.

Computer internet is now being used to send and retrieve information from any part of the world with relative ease. Office automation has taken over the entire activities of very many organizations. Various electronic equipment such as: computer, electronic typewriters, photocopiers, tele-printers, fax recorders, telephones with cellular, GSM/mobile attachments, electronic switch boards, laminating machines, scanners, Dictaphones, magnetic and non-magnetic tapes etc. All these equipment, as a matter of fact are used to speed up the processing of correspondence, but not to replace the clerical functions of the office and information managers

(Ekula, 2010). Perhaps, it must be stated very clearly that these office and information personnel to operate them proficiently. Really, automation carries with it good mission for office and information managers, for apart from bringing about increased mechanization of office activities and services, it has gone a step further to make the impact of office and information managers felt in the world of business.

Office automation is a new technology. Office automation is a conglomerate of all the separate office information processing technologies which include word processing, data processing, micrographics, reprographics and telecommunications. It also refers to the various automated electronic methods by which information is gathered, processed, reproduced, communicated, stored or protected and retrieve. This includes not only the methods which office information is processed but also the resources applied to capture, process, deliver and or store office information.

### **Work Virtualization**

Work virtualization gives businesses a physical address and office related services without the overhead of a long lease and administrative staff. With work virtualization, employees can work from anywhere but still have things like mailing address, phone answering services, meeting rooms and videoconferencing (Ahmad, 2014). A work virtualization is a service that enables employees and business owners to work remotely by providing a range of business functions accessible through the internet. It also enables organization to create and maintain a presence in a desirable location without the need to pay rent for an actual space. Work virtualization is part of the flexible workplace industry that provide businesses with any combination of services, space and/or technology, without those businesses bearing the capital expenses of owing or leasing a traditional office, the office is surround with audiovisual technology. Audiovisual is electronic media possessing both a sound and a visual component, such as slide-tape presentations, films, television programs, corporate conferencing, and live theater productions. Audiovisual service provider frequently offer wed streaming, video conferencing and live broadcast services. Computer-based audiovisual equipment is often used in education, with many school and universities installing projection equipment and using interactive whiteboard technology.

Workplace virtualization services started in the 1960s as serviced offices and have envolved with technology to include a wide variety of personnel, physical space, digital storage and communication services. Customers pay a contract fee for these services which may be offered as packages or membership subscription. The concept is popular with companies of all sizes, including self-employed entrepreneurs. One of the primary allures of the workplace virtualization is the flexibility it offers for employees and freelancers to work from a satellite workplace, home workplace, remote location or even on-the-go via a mobile device. At the same time, a company can offer its clients and employees a stable home office with access to amenities such as receptionist, conference rooms, desk space, mail boxes, printing and faxing at a permanent address, which are owned and maintained by the virtual workplaces provider or a third party. Workplace virtualization providers may also include digital capital such as cloud storage, web hosting, email, and other web-based applications.

Workplace virtualization influences the design of the organization at work. Among technological updates, the internet has the most significant impact on the design of workplace activities. With the use of internet, e-businesses were born, and these businesses focus on design as they adapt to the dynamism of the internet environment (Ahmad, 2014). The internet also paved the way for the creation or virtual workplaces. Through the emergence of the design of office of workplace, technology has helped shape the lines between home and work (Ahmad, 2014). Through the

internet used in personal computers, iPod and smartphones, people can work in virtual workplaces right from the comforts of their homes. This means that the design of work transformed into digital such that the contents, methods and relationships of jobs satisfied technological requirements.

The use of virtual equipment influences the structure of work in an organization. According to Jones (2010), the skills, systems and procedures involving technology efficiently handle environment factors at the input stage. From input to conversion to output, virtual simultaneously improve the quality and services, overall efficiency and reduces cost at a every level of the process (Jones, 2011). The introduction of new technologies in workplace modified the content of jobs. There had been less demand for jobs that entail manual dexterity, physical strength for materials handling and for traditional craftsmanship (Jones, 2010). The manual tasks are replaced by computer-process control, advanced material handling equipment, and other innovations. Because of these changes in the structure of work, the workers' job is to operate and monitor technologies being used

### **Artificial Intelligence**

Artificial intelligence is the ability of a digital computer or computer-controlled robot to perform tasks commonly associated with intelligent beings. The term is frequently applied to the project of developing systems endowed with intellectual processes characteristic of humans, such as the ability to reason, discover meaning, generalize, or learn from the past experience. Since the development of the digital computer computer in the 1940s, it has been demonstrated that computers can be programmed to carry out very complex tasks such as discovering proofs for mathematical theorems or playing chess with great proficiency. Still, despite continuing advances in computer processing speed and memory capacity, there are as yet no programs that can catch human flexibility wider domains or in tasks requiring much everyday knowledge. Artificial intelligence (AI) is intelligence exhibited by machines. in computer science the field of artificial intelligence (AI) defines itself as the study of intelligent agents. Generally, the term "A I" is used when a machine simulate functions that human's associate with other human minds such as learning and problem solving (Kar, 2018).

Artificial intelligence can possibly improve profitability, productivity and exactness over an organization when implemented. Many dread that the ascent of AI will prompt machines and robots, suppressing human specialists, many also view this upgraded innovation as a risk opposed as an instrument to better ourselves. The principal organizations utilizing AI frameworks in all their departments will increase an upper hand, lessen the cost of tasks and projects, expel the excess head counts and create imaginative advancements (Locsin, 2011; Mary et al., 2007).

### **CONCEPT OF EMPLOYEE JOB PERFORMANCE**

Employee job performance is a measure to assess the efficiency and effectiveness of staff in an organisation that pursues it's goal (Al- Ti, 2016). To better understand effectiveness on jobs, it is important to learn about links between job performance, people, and situation factors. Performance concept is broad and comprehensive to all organizations irrespective of the size and operations. Employee performance is known through the quality of work, timely delivering of services, customer satisfaction, market share, provision of various services and products, relationship of employees with managers, effectiveness of employees in decision making, development of processes, staff skills and also their abilities to solve problem quickly with new methods and modern tools of product development and the exact outputs of the organization as measured with expected result (Imran, 2014).

Performance is important for employees in the banking industry, as achieving tasks can be a source of satisfaction (Muchal, 2014). Job performance is the behaviors or activities that are performed towards accomplishing the organization's objectives.

## **MEASURES OF EMPLOYEE JOB PERFORMANCE**

### **Customer Satisfaction**

Customer satisfaction is a business term which captures an idea of measuring how satisfied customers are with the efforts in the market place. It is seen as a key business performance indicator and part of four perspectives of a balance score card (Oliver, 2010).

Customers satisfaction is a function of the discrepancy between a consumer's prior expectations and his or her perception regarding the purchase (Churchill & Surprenant, 2007). At the point when an experience is superior to what the customers expects, there is thought to be certain disconfirmation of the desire, and an ideal client assessment is anticipated.

### **Productivity**

Marsor, (2011), defined productivity as the assessing and evaluating the efficiency of a workforce, machine and factory system such as in transforming inputs. Jorgeon et al. (2014), described productivity growth and production quality growth as follows: productivity growth is viewed as the key economic signal of innovation. The accomplished introduction of recent products and current altered procedures, workplace structures, systems and business versions create output growth which is greater than input growth. This creates productivity growth also known as output per unit of input. Again, growth of income can occur in absence of innovation, output will proportional amount to input.

Stoner (2002), defined productivity as the assessing of how efficient operational system functions. It measures the effectiveness and efficiency of a department, firm or sector. Productivity of worker is an evaluation of efficiency of employees. Productivity can be assessed in terms of employee output in a certain period of time. Productivity of a certain employee will be evaluated relative to an average workers carrying out alike task. Since prosperity of any workplace relies much upon the productivity of its employee, productivity is considered an essential for organizations. In summary, production gives birth to productivity. Business organizational manager are assigned the duty to encourage and motivate their workers to accomplish goals of the organization. Organizations do ponder on the issues keeping alive their workers and performance. This refers to viewing actions to be carried out to enhance the employees to put in their all by means of different system of reward. In any task they achieve in the workplace (Armstrong, 2001). Sustain ability of productivity, therefore is a matter of interest which many organization are trying to address by various means in order for employees in the long run stay productive. Management of performance thus, has to be tested in any specific setting considering how the number of individual in any certain organization.

Solmons and Podgursky (2010), said operative performance feedback between supervisors and workers is the key to a prosperous productivity of organization. Steady feedback aids workers focus on their job activities in order for workforce, the department and the organization to accomplish their goals. Jackson and Schuller (2012), asserted that good performance feedback mould's accountability, because supervisors and employees are mutually involved in creating goals, discovering abilities, deliberating career development and motivation of employees. Thus, some organization fail in the provision of feedback.

However, a few manager may deliberately reserve the feedback of employee, a lot of them are carried away with other management activities or work which take up their precious time.

Furthermore, a lot of organization are experiencing absence of formal assessment system or the system in custody of managers are not been applied. The absence of feedback again leaves competent employees unrecognized. Again, low performance might not be given sufficient feedback (Solmon & Podgursky, 2010). A lot of managers usually are not comfortable sending out feedback that are negative to employees. This causes real issues where the organization sees itself at a point of crisis. Further worsen the feedback problem, is the absence system in lots of organization (Salau et al., 2014). Lots of organization system are disappointed with traditional system of appraisals have left behind entirely and feedback has become a punch. So doing feedback has become rare (Jackson & Schuller, 2012).

Banket (2011), said that though as time changes, the interest for more feedback system is becoming necessary. Now, managers have acknowledge that they have to inform their employees when they carry out a perfect job and when they haven't. Hinkin and Schriesheim (2012), exposed that there are three categories of managers and they are those who are interested in good performance, those interested in low performance and also those who carry out little to reinforce any behavior type.

### **Theoretical Review**

This paper is anchored on Roger's (1962) Diffusion of Innovation Theory. Roger's Diffusion of Innovation Theory explains the processes involved in the adoption of innovations such as new technologies, techniques and procedures and as well as the resultant effects of such steps on organizational processes (Rogers's 1962 in Ikemefuna, 2016; Ahiauzu & Soye, 2016).

The diffusion of innovation theory assumes that:

- a) In a social system, there will always be a disparity in the level and time at which individuals in a given system adopt new ideas, techniques and technology.
- b) Individuals and arms of institutions that adopt innovation early will naturally outperform late adopters and laggards (Rogers' 1962 as cited in Ayodele, 2012; Odu, 2017; George-Amadi, 2018).
- c) 2017; George-Amadi, 2018).

Thus, the theory was succinctly adopted as the theoretical underpinning of this study because it is related to the predictor variable of the study (information technology as an innovation). The theory predicts that banks that adopt innovations such as workplace intelligence on time will experience better organizational performance than those who stick to traditional systems of operations.

### **The Necessity of Automation in Enhancing Employee Job Performance**

Office automation is capable of enhancing faster task completion, elimination of offline data storage, lowering the number of workers in each department and sharing office resources and collaboration between workers from different areas of the organization. These advantages make it a must for every organization to implement office automation at nearly all departments and levels of the library (Locsin, 2011; Mary et al., 2007). It was found that office automation has a great effect on workers at the operational levels of the organization. This is true in the sense that work in the operational level tends to be routine, repetitive and tedious in nature. Office automation benefits includes the elimination of having to go over repetitive and tedious tasks, more control and flexibility and increased worker skills.

### **The Necessity of Workplace Virtualisation in Enhancing Employee Job Performance**

Workplace virtualization is capable of enhancing employee job performance because it saves organizations the cost of buying and replacing connectivity hardware across their branches. Many

business organizations spend so much procuring and maintaining workplace virtualization infrastructure. The cost of replacing obsolete virtualization infrastructures as well the ever-rising cost of multiple virtualization subscriptions is alarming. However, organizations who adopt workplace virtualization experience less of network failures as a result of unified network system. They also spend less in maintaining their virtual network. Thus, workplace virtualization is cost-effective. Since it reduces operational expenditure, workplace virtualization is evidently a necessity for enhancing the employee job performance of an organization (Ahmad, 2014). By consolidating multiple servers and storage devices onto a single host machine, organizations dramatically cut down on the space and costs required to run their activities efficiently. Workplace virtualization allows business to respond to market demands with agility, expanding their services demanded by a specific group of users or providing new services as a business evolves (Jones, 2010).

### **The Necessity of Artificial Intelligence in Enhancing Organizational Performance**

Artificial intelligence is said has a lot of benefits and contribution. Artificial intelligence helps businesses enhance their tasks and performances and not take away their jobs. The combination of man and machine is very contributing and is unstoppable in the near future. With the help of machine learning and deep learning artificial intelligence will evolve over the period of time, thereby increasing the efficiencies of organizations.

Artificial intelligence reduces the probability of human errors, and also cut down on many costs that many organizations currently shelling out their money on. Adopting artificial intelligence for better employee job performance automatically upgrades the company among its competitors on the global platform (Locsin, 2011; Mary et al., 2007).

### **CONCLUSIONS**

The desire of every corporate organization is to improve employee job performance in order to outperform its competitors. The 21<sup>st</sup> century has brought with it lots of technologies, either by inventions or innovations. Workplace intelligentialising such as automation, workplace virtualization and artificial intelligence is a necessity for the performance of an organization. These technologies have made numerous positive impacts in the organization. This work has found out that workplace intelligentialising affect the customer satisfaction and productivity of an organization. The paper concluded that organizations who fail to cling to workplace intelligentialising may not be able to compete favourably in the global business environment today.

### **RECOMMENDATIONS**

Knowing fully well that workplace intelligentializing is a necessity in the organization due to its immense contributions to the employee job performance and based on the information gathered through survey of literatures, the researcher therefore makes the following recommendations with intent that if adopted would have positive effect on employee job performance in the organisation;

1. Business organizations should include in its learning and development intervention plans a continuous series of training for employees for every update or advancement that technology undergo.
2. Management should make sure that organizations are equipped in a state-of-the standard such that it will accommodate workplace intelligence such as automation, work

virtualization and artificial intelligence in other to increase customer satisfaction and productivity.

3. Management should be updated in workplace intelligentalising and make plans to get the relevant once. Thus this help enable the organization to outperform its competitors.

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